

Leadership Characteristics

- ❖ Believes we can do it — Empowers us.
- ❖ Doesn't put words in my mouth.
- ❖ Encourages me to do my best – Reassures me – Is patient.
- ❖ Enjoys his/her job – Is enthusiastic – Is optimistic.
- ❖ Explains the reasons for instructions & procedures.
- ❖ Gives me his/her full attention during discussions, & won't be distracted – good listener.
- ❖ Handles disagreements privately.
- ❖ Has a good understanding of the job.
- ❖ Has a sense of humor.
- ❖ Has a strong sense of urgency.
- ❖ Inspires loyalty.
- ❖ Is a stabilizing influence in a crisis.
- ❖ Is always straight-forward – is open and honest.
- ❖ Is humble.
- ❖ Is there when we need her/him.
- ❖ Keeps me focused on the goals ahead – Is objective - Results oriented.
- ❖ Keeps the promises s/he makes - flows through.
- ❖ Lets bygones be bygones.
- ❖ Never says "I told you so."
- ❖ Says "we" instead of "I" - Gets everyone involved.
- ❖ Sets a good example.
- ❖ Thinks & operates at a level above that expected.
- ❖ Uses language that is easy to understand.
- ❖ Wants to make the organization the best – Communicates philosophy and values.

*- Adapted From "The One-Minute Manager" -
- By Kenneth Blanchard -*